

### AMENDMENTS TO THE CLAIMS

1. (Previously Presented) A method for performing interactive computer diagnostic and maintenance actions on an electronic device, the method comprising:

presenting via the electronic device a graphical representation of a text markup language document providing control for maintenance and diagnostics of the electronic device to an end user wherein the graphical representation includes at least one user interactive control for activating at least one hypertext link;

upon receiving an activated hypertext link from the end user wherein the activated hypertext link is associated with hypertext link attributes by the text markup language document including attributes specifying a target and a uniform resource locator,

determining in the electronic device whether the activated hypertext link satisfies predetermined criteria; and

when the activated hypertext link satisfies the predetermined criteria, avoiding loading the activated hypertext link as a text markup language document and generating a disk image responsive to receiving the activated hypertext link, and when the activated hypertext link does not satisfy the predetermined criteria, loading a text markup language document corresponding to the uniform resource locator.

2. (Original) The method of Claim 1 wherein the text markup language is hypertext markup language.

3. (Original) The method of Claim 1 wherein the text markup language is Rich Text Formatting.

4. (Previously presented) The method of Claim 1 wherein generating the disk image comprises executing a file designated by the uniform resource locator.

5. (Previously presented) The method of Claim 1, further comprising looking up the uniform resource locator in a database and wherein generating the disk image is responsive to information specified in the database as relating to the uniform resource locator.

6. (Canceled)

7. (Canceled)

8. (Previously presented) The method of Claim 1 wherein generating the disk image comprises executing a disk image dialogue with a source specified in the uniform resource locator.

9. (Canceled)

10. (Canceled)

11. (Canceled)

12. (Canceled)

13. (Canceled)

14. (Previously Presented) A computerized system for performing maintenance and diagnostic functions on an electronic device comprising:

- a graphical user interface comprising a presentation of a text markup language document and providing control for maintenance and diagnostics of the electronic device to an end user;

- a user interactive control configured to be responsive to the end user;

- a hypertext link configured to be activated by the user interactive control wherein the hypertext link is associated with hypertext link attributes by the text markup language document including attributes specifying a target and a uniform resource locator; and

- a computer resource configured to determine whether the activated hypertext link satisfies predetermined criteria and when the activated hypertext link satisfies the predetermined criteria, to avoid loading the activated hypertext link as a text markup language document and to generate a disk image responsive to receiving the activated hypertext link and when the activated hypertext link does not satisfy the predetermined criteria, to load a text markup language document corresponding to the uniform resource locator.

15. (Original) The computerized system of Claim 14 additionally comprising a database wherein the hypertext link target triggers an action comprising looking up the uniform resource locator in the database and executing a subsequent action specified in the database and relating to the uniform resource locator.

16. (Original) The computerized system of Claim 14 wherein the text markup language is hypertext markup language.

17. (Canceled)

18. (Canceled)

19. (Currently Amended) A ~~computer program residing on a~~ computer-readable storage medium, comprising program instructions for causing an electronic device to:

present via the electronic device a graphical representation of a text markup language document providing control for maintenance and diagnostics of the electronic device to an end user wherein the graphical representation includes at least one user interactive control for activating a hypertext link;

receive an activated hypertext link request from the end user wherein the hypertext link is associated with hypertext link attributes by the text markup language document including attributes specifying a target and a uniform resource locator;

determine in the electronic device whether the activated hypertext link satisfies predetermined criteria and when the activated hypertext link satisfies the predetermined criteria, to avoid loading the activated hypertext link as a text markup language document and to perform a computer maintenance action with respect to the electronic device responsive to receiving the activated hyperlink request wherein the action comprises generating a disk image and when the activated hypertext link does not satisfy the predetermined criteria, to load a text markup language document corresponding to the uniform resource locator.

20. (Currently Amended) The computer-readable storage medium ~~computer program~~ of Claim 19 additionally comprising program instructions for causing an electronic device to perform the actions of:

looking up the uniform resource locator in a database and executing a subsequent action specified in the database and relating to the uniform resource locator.

21. (Currently Amended) The computer-readable storage medium ~~computer program~~ of Claim 19, wherein performing the action associated with the target comprises executing a file designated by the uniform resource locator.

22. (Previously Presented) A method of performing interactive computer diagnostic and maintenance actions on an electronic device, the method comprising:

presenting via the electronic device a graphical representation of a text markup language document providing control for maintenance and diagnostics of the electronic device to an end user wherein the graphical representation includes at least one user interactive control for activating a hypertext link;

receiving an activated hypertext link from an end user wherein the hypertext link is associated with hypertext link attributes in the text markup language document;

determining in the electronic device whether the activated hypertext link satisfies predetermined criteria and when the activated hypertext link satisfies the predetermined criteria, avoiding loading the activated hypertext link as a text markup language document and performing a computer maintenance action with respect to the electronic device responsive to receiving the activated hypertext link and when the activated hypertext link does not satisfy the predetermined criteria, loading a text markup language document corresponding to the uniform resource locator.

23. (Previously presented) The method of Claim 22, wherein performing the computer maintenance action comprises generating a disk image.

24. (Previously presented) The method of Claim 22, wherein performing the computer maintenance action comprises installing a device driver for a hardware component of the electronic device.

25. (Previously Presented) A method of performing interactive computer diagnostic and maintenance actions on an electronic device, the method comprising:

presenting via the electronic device a graphical representation of a text markup language document providing control for maintenance and diagnostics of the electronic device to an end user wherein the graphical representation includes at least one user interactive control for activating a hypertext link;

receiving an activated hypertext link from an end user wherein the hypertext link is associated with hypertext link attributes by the text markup language document including attributes specifying a target and a uniform resource locator; and

determining in the electronic device whether the activated hypertext link satisfies predetermined criteria and when the activated hypertext link satisfies the predetermined

criteria, avoiding loading the activated hypertext link as a text markup language document; and instead

identifying a utility program based, at least in part, on the uniform resource locator;

extracting device information from the uniform resource locator; and

executing the utility program associated with the device information, wherein executing the utility program comprises:

identifying a hardware component associated with the device information;

retrieving a hardware device driver associated with both the device information and the hardware component in the electronic device;

installing the hardware device driver; and

configuring the hardware device driver and when the activated hypertext link does not satisfy the predetermined criteria, loading a text markup language document corresponding to the uniform resource locator.

26. (Previously presented) The method of Claim 25, wherein extracting device information comprises retrieving information from a database.

27. (Previously presented) The method of Claim 25, wherein the device information comprises a device identifier.

28. (Previously presented) The method of Claim 25, wherein the device information comprises a subsystem identifier.

29. (Previously presented) The method of Claim 25, wherein configuring the hardware device driver comprises deleting at least one file.

30. (Previously presented) The method of Claim 25, wherein configuring the hardware device driver comprises modifying at least one file.

31. (Previously presented) The method of Claim 25, wherein configuring the hardware device driver comprises deleting at least one registry entry.

32. (Previously presented) The method of Claim 25, wherein installing the hardware device driver comprises rebooting the electronic device.

33. (Previously Presented) A computerized system for performing maintenance and diagnostic functions on an electronic device comprising:

at least one hypertext document wherein the document comprises at least one hypertext link and wherein the hypertext link is associated with a target and a uniform resource locator;

a first program comprising a graphical user interface configured to present the hypertext document to provide control for maintenance and diagnostics of the electronic device to an end user, wherein the interface comprises at least one user interactive control configured to activate the at least one hypertext link in response to input from the end user;

at least one utility program, wherein the first program is configured to identify the at least one utility program based, at least in part, on the uniform resource locator and

wherein the first program is configured to extract device information from the uniform resource locator and further configured to determine in the electronic device whether the activated hypertext link satisfies predetermined criteria and when the activated hypertext link satisfies the predetermined criteria, avoiding loading the activated hypertext link as a text markup language document and instead to implement the at least one utility program

wherein the utility program is configured to identify a hardware component associated with the device information and

wherein the utility program is configured to retrieve a hardware device driver associated with both the device information and the hardware component in the electronic device and

wherein the utility program is configured to install the hardware device driver and when the activated hypertext link does not satisfy the predetermined criteria, wherein the first program is configured to load a text markup language document corresponding to the uniform resource locator.

34. (Previously presented) The system of Claim 33, wherein the first program is configured to retrieve information from a database associated with the uniform resource locator.

35. (Previously presented) The system of Claim 33, wherein the device information comprises a device identifier.

36. (Previously presented) The system of Claim 33, wherein the device information comprises a subsystem identifier.

37. (Previously presented) The system of Claim 33, wherein the utility program is configured to delete at least one file associated with the hardware device driver.

38. (Previously presented) The system of Claim 33, wherein the utility program is configured to modify at least one file associated with the hardware device driver.

39. (Previously presented) The system of Claim 33, wherein the utility program is configured to delete at least one registry entry associated with the hardware device driver.

40. (Previously presented) The system of Claim 33, wherein the utility program is configured to reboot the electronic device.